

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 2700-0153)**

TITLE OF INFORMATION COLLECTION: MY NASA DATA Learning Content
Satisfaction Survey for Educators

PURPOSE:

Through a website, the MY NASA DATA project provides both reference materials for educators and learning materials for students. The purpose of this information collection is obtain feedback from individuals who used learning materials provided by NASA Langley Research Center Science Mission Directorate, as part of the MY NASA DATA project. The information collected will enable NASA Langley Research Center to plan focused updates to the learning materials and improve educator experiences.

Clarity and comprehensibility testing of the survey was conducted between May 2015 and June 2015. The tests confirmed the value of directly asking educators for feedback and suggestions for improving services. Test respondents reported that the survey instructions were clear and the questions were easy to understand. Several revisions were made based on feedback and findings during this testing. The list of revisions may be found in the attached Appendix. Several types of revisions were made to the draft survey:

- **Visual Formatting** – adjustments to the appearance of the survey to increase clarity and highlight important features.
- **Instructions to Respondents** – adjustments to the wording of instructions to eliminate confusion and focus responses on areas of interest.
- **Response Options** – adjustments to the list of possible responses for multiple-choice items.
- **Item Change** – adjustments to the phrasing and content of an item prompt or stem.

The testing period confirmed the estimated burden of 15 minutes per respondent, which is reflected in this submission for generic clearance.

The survey will be administered electronically. Feedback will retained in accordance with NASA Records Retention Schedule 1392, 68D.

DESCRIPTION OF RESPONDENTS:

Individuals in the education field who have used use MY NASA DATA learning materials.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program.

Name: Lin H. Chambers, Lead for Communications, Education, and Public Engagement, Science Directorate, NASA Langley Research Center

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [X] Yes [] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [X] Yes [] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [X] Yes [] No

SORN: NASA 10EDUA, NASA Education Program Evaluation System - http://www.nasa.gov/privacy/nasa_sorn_10EDUA.html

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	~250	15 minutes	~63 hours
Totals	~250	15 minutes	~63 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$2,640. The cost is based on an annualized effort of 80 person-hours at the evaluator’s rate of \$33/hour for administering the test survey, collecting and analyzing responses, and editing the survey for ultimate approval through a generic clearance package.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The potential respondents are educators who have participated in MY NASA DATA and have previously shared their contact information.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.